



**UHN Learner Services Centre**  
**Toronto General Hospital, Ground Floor, Norman Urquhart Wing**  
**(G-NU 103)**

**[nursingstudents@uhn.ca](mailto:nursingstudents@uhn.ca)**

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## Welcome to UHN

Dear Learner,

I would like to welcome you to University Health Network (UHN). You are about to embark on a path of discovery and learning with resources and supports from knowledgeable staff in a world-class facility. We are excited to offer you an environment that is rich in history, innovation, research and clinical expertise. As a learner at UHN you will be engaging with patients and family members and considering them as partners in the healthcare journey – everyone has a role in the care that is provided at UHN.

Once you begin your placement at one of our four hospitals should you have any questions, concerns or need further assistance I encourage you to contact or stop by the Student Services Centre located at Toronto General Hospital. We look forward to supporting your learning objectives, enhancing your knowledge base and aiding in your academic pursuits because at UHN we believe that we are all learning, we are all teaching and we are all learning to teach. We hope that you will take full advantage of all the learning that is possible at UHN and enjoy your time with us.

On behalf of all the staff in the Education Department – Welcome to your placement!

Sincerely,

**Brian Hodges, MD, PhD, FRCPC**

Executive Vice President, Education & Chief Medical Officer,  
University Health Network

Professor, Department of Psychiatry, University of Toronto

Scientist, Wilson Centre for Research in Education

Richard and Elizabeth Currie Chair in Health Professions

Education Research

Senior Fellow, Massey College

Project Lead, The AMS Pheonix Project



## About UHN

### Overview

University Health Network (UHN) is Canada's leading research academic hospital. Building on the strengths and reputation of each of its programs, UHN brings together the talent and resources needed to achieve global impact and provide exemplary patient care, research and education.

The University Health Network has grown out of a series of mergers between our current hospitals, as we have adjusted and changed to accommodate our growing and changing patient community in and around the GTA.

### Mission, Vision & Values

<b>Vision</b>	<b>Achieving Global Impact</b>
<b>Mission</b>	Exemplary patient care, research and education
<b>Purpose Statement</b>	<b>We are a caring, creative, and accountable academic hospital transforming healthcare for our patients, community and the world.</b>
<b>Values</b>	Caring · Excellence · Teamwork · Innovation · Integrity · Leadership · Respect

### UHN's 10 Clinical Programs

Our UHN programs and services are among the most advanced in the world. We have grouped our physicians, staff, services and resources into 10 programs to meet the needs of our patients and help us make the most of our resources.

<b>Arthritis Program</b>	<b>Enhancing the lives of patients with bone, joint and connective tissue disease</b>
Joint Department of Medical Imaging	Delivering excellence in patient care, research, and education today, while defining the landscape of tomorrow
<b>Krembil Neuroscience Centre</b>	<b>Transforming the future of neurological and vision care</b>
Laboratory Medicine Program	Ensuring equitable access to laboratory medicine expertise
<b>Medical and Community Care</b>	<b>Transforming care for complex medical patients</b>
Multi-Organ Transplant Program	Life, pass it on
<b>Peter Munk Cardiac Centre</b>	<b>Defining excellence in cardiovascular care</b>
Princess Margaret Cancer Program	Translating the science of cancer into practice

## UHN Hospital Sites

The University Health network is made up of four hospital sites, and each is recognized for excellence in distinct areas of specialization. Each hospital retains its own unique identity – below you will find information about each of these sites.

### Toronto General Hospital (TGH)

Toronto General Hospital is one of Toronto's oldest hospitals, dating back to 1819. Among its world firsts, TGH performed the world's first successful single lung transplant in 1983, followed by the first double-lung transplant in 1986. In 1950, the first external heart pacemaker was used in an open-heart resuscitation. And in 1922, insulin was developed and saw its first clinical use in the treatment of diabetes on a young patient at TGH.

Toronto General Hospital (TGH) is leading the way in cardiac care, organ transplants and the treatment of complex patient needs.

Home to three of UHN's major program groupings Peter Munk Cardiac Centre, Transplantation, and Surgery and Critical Care, our highly skilled teams are committed to UHN's vision of achieving global impact.



### Toronto Western Hospital (TWH)



Toronto Western Hospital first started out as a public dispensary, then quickly transformed into a 30-bed hospital operating out of two rented homes along Manning Avenue. Its present location along Bathurst, between College and Dundas streets is now a 272-bed academic health science centre dedicated to delivering exceptional patient care, providing a breadth of services from emergency care to sophisticated brain surgery.

As a world leader in neuroscience, TWH is constantly pushing the boundaries of research, offering pioneering treatments and using state-of-the-art technology. The hospital also has a strong community focus, providing innovative programs for and information to children, seniors, diabetes patients and many multicultural groups. With expertise in musculoskeletal health and arthritis, the hospital's programs also include orthopaedics, rheumatology and the hand program as well as a busy Emergency Department that sees more than 60,000 patients yearly.

Three UHN programs are centred at TWH: Krembil Neuroscience, the Arthritis Program and Medical and Community Care. Patients come to TWH for our expertise in Parkinson's disease, stroke, arthritis, vision loss and autoimmune disease. They come for our unique ability to provide technologically advanced investigations and treatments in interventional neuroradiology, image-guided brain and spine surgery, 6 delicate hand

reconstruction, precise retinal repair, complex arthroplasty and elegant placement of electrical devices in the nervous system to improve patients' function.

### **Princess Margaret Cancer Centre (PMH)**

In 1998, the Princess Margaret Cancer Centre became part of the University Health Network, merging the oncology services of Toronto General and Toronto Western hospitals with those of Princess Margaret, making Princess Margaret Cancer Centre the largest comprehensive cancer program in the country.

In 2012, Princess Margaret Cancer Centre was renamed the Princess Margaret Cancer Centre. The Princess Margaret Cancer Centre has 12 site groups and 26 specialty clinics, and almost 3,000 staff who see over 400,000 patient visits every year. It is one of the largest comprehensive cancer treatment facilities in the world and the largest radiation treatment centre in Canada.



Through ongoing research, education and innovation, Princess Margaret continues to be on the frontiers of medical, surgical and radiation oncology, embracing the latest technology and international best-practices and setting standards for patient care.



### **Toronto Rehab Institute (TRI)**

*University Centre, E.W. Bickle Centre, Lyndhurst Centre, Rumsey Centre*

Toronto Rehab was created by the amalgamation of the Rehabilitation Institute of Toronto, the Toronto Rehabilitation Centre and Lyndhurst Hospital in 1998.

The Toronto Rehabilitation Centre was founded in 1922 to meet the rehabilitation needs of Canadians wounded in the First World War. In 1997, the Rehabilitation Institute of Toronto was created by the merger of the Queen Elizabeth and Hillcrest hospitals. Lyndhurst Hospital opened in 1945 to provide rehabilitation services for Second World War veterans who had suffered spinal cord injuries. It was the first rehab hospital of its kind in North America and

soon became internationally renowned.

In 2011, Toronto Rehab integrated with University Health Network, to become our fourth hospital and tenth program. One of North America's leading rehabilitation sciences centres, Toronto Rehab is revolutionizing rehabilitation by helping people overcome the challenges of disabling injury, illness or age related health conditions to live active, healthier, more independent lives. It integrates innovative patient care, groundbreaking research and diverse education to build healthier communities and advance the role of rehabilitation in the health system. Toronto Rehab has five centres across Toronto – University, E.W. Bickle, Lyndhurst, Rumsey and Lakeside Long-Term Care.

## Learner Services at UHN

### Who We Are

The UHN Learner Services Centre is a welcoming environment that provides a central location for students from all healthcare professions to access placement services, resources and support. The Centre staff are committed to ensuring students have a positive learning experience and are equipped with the knowledge and expertise to guide students to the rich learning opportunities available throughout UHN.



The UHN Learner Services Centre is located on the ground floor of the **Toronto General Hospital** beside the food court, along the north-south corridor connecting the **Gerrard Street** entrance and the **MaRS building**.

### Learner Services



The UHN Learner Services Centre is available to support you with all things related to your clinical placement. These services include, but are not limited to, registration, preceptor information, locker location, assistance with dealing with challenging situations, job search, seeking mentors/peer support.

### Workshops & In-Services

The UHN Learner Services Centre is excited to be offering a myriad of professional development workshops for students, staff and visitors. Workshops will include resume writing, tips and tricks for successful interviewing, enhancing the student/preceptorship relationship, and career planning/coaching. In-services such as respiratory therapy, palliative care, resume writing and many more will be made available based on demand every semester.

### Hours of Operation

Monday to Friday 08:00 to 16:00

### Contacts

General inquiries: [NursingStudents@uhn.ca](mailto:NursingStudents@uhn.ca)

**Jasmine Sheehan**

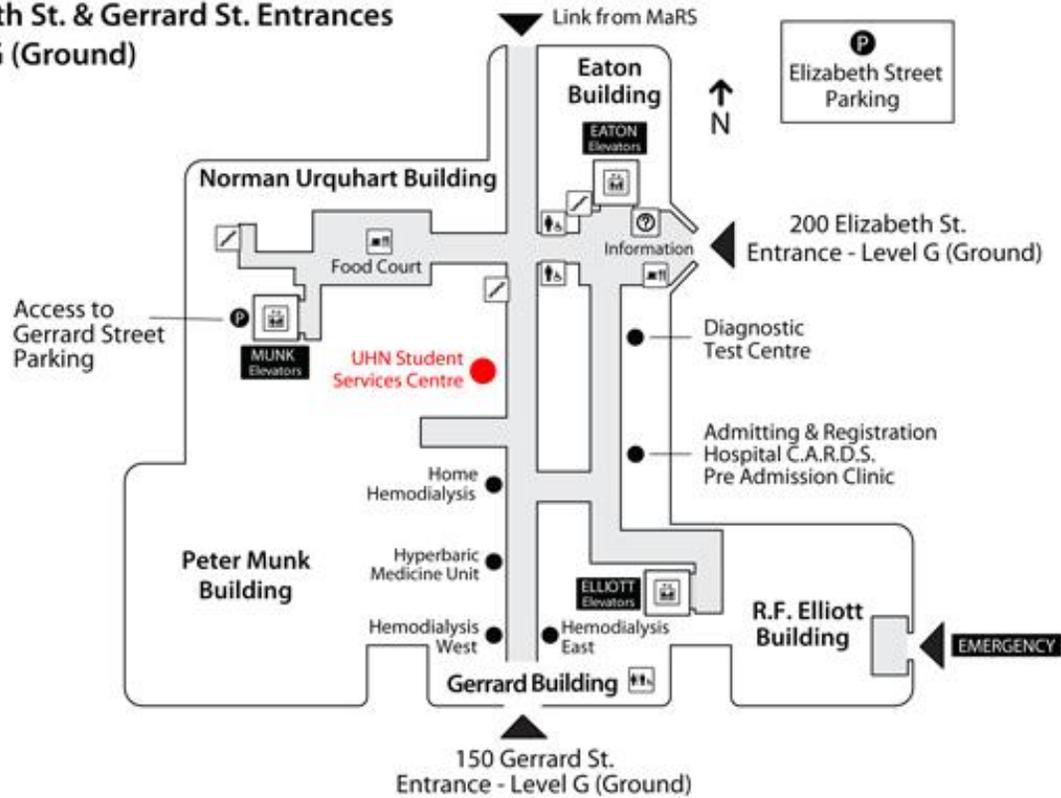
**Adam Pereira**

Manager, Student Services  
416-340-4800 ext. 6242  
[Jasmine.Sheehan@uhn.ca](mailto:Jasmine.Sheehan@uhn.ca)

Coordinator, Student Services  
416-340-4800 ext. 3920  
[Adam.Pereira@uhn.ca](mailto:Adam.Pereira@uhn.ca)

## Locating Student Services

### Elizabeth St. & Gerrard St. Entrances Level G (Ground)



## What to Do Before Your Clinical Placement

Preceptored , Group Requirements and Clinical Instructors	✓
<p><b>1. CREATE AN ACCOUNT ON UMLEARNS</b> via <a href="https://umlearns.uhn.ca/">https://umlearns.uhn.ca/</a>  <b>Note the following:</b></p> <ul style="list-style-type: none"> <li>a. The e-mail address used must be school-issued (do not use your personal e-mail address).</li> <li>b. Your Learner Type on your account must be entered as “Health Professions” (not as “Medical Learner”).</li> <li>c. If you cannot find your mask size (or the equivalent), you will not be able to start your placement. You will need to contact <a href="mailto:nursingstudents@uhn.ca">nursingstudents@uhn.ca</a> to arrange a mask fit testing at UHN.</li> </ul>	
<p><b>2. REGISTER YOUR PLACEMENT(S) ON UMLEARNS</b>  <b>Note the following:</b></p> <ul style="list-style-type: none"> <li>a. Placement details must be submitted for <b>each</b> semester that you are at UHN (regardless of if you are returning).</li> <li>b. Once you have submitted your placement details, a member of the Student Services Centre will verify the details of your submission and will approve your submission (<b>please note that this may take 1-2 business days</b>).</li> <li>c. Once your placement submission is approved, you will receive an auto-generated welcome e-mail. Your username for your Network Log-In will become available on your UMLearns profile, however, your temporary password will not be available until 3 weeks prior to the start date of your placement as listed on UMLearns.</li> </ul>	
<p><b>3. COMPLETE YOUR ID VERIFICATION</b> via <a href="https://forms.uhn.ca/IDverification/">https://forms.uhn.ca/IDverification/</a></p>	
<p><b>4. COMPLETE THE ORIENTATION LEARNING MODULES</b> on <a href="http://www.uhnnursing.com/olm14">www.uhnnursing.com/olm14</a> (valid for 12 months) Note the following:</p> <ul style="list-style-type: none"> <li>a. You must completed ALL 13 modules and must retain proof of completion (i.e. screenshots) to present to your unit.</li> <li>b. Once you have completed all modules, you must return to your UMLearns account and enter the “Date of Completion” on your profile – failure to do this will flag your modules as incomplete.</li> </ul>	
<p><b>5. COMPLETE YOUR EPR MODULE</b> (Please note this module is valid for 24 months)</p> <ul style="list-style-type: none"> <li><b>a. EPR takes up to 5 business days to process</b></li> <li>b. Complete the online learning <b>Intro to EPR</b>, click on the <b>Nursing category icon</b>, and complete the <b>Foundational Modules</b> and the <b>EPR for Nursing</b> specific module. Please ensure you complete the module that corresponds to your current role and training level E.g: undergraduate (Nurse Learner), NP Module (NP Learner) and Master’s Module (Read Only). If you are unsure about which module to complete please contact <a href="mailto:nursingstudents@uhn.ca">nursingstudents@uhn.ca</a></li> <li>c. Complete and submit the Declaration Form <b>**This is the only way to get credited for completing the eLearning**</b></li> <li>d. You will be given final instructions/next steps to obtain access from UHN’s Student Services</li> <li>e. Contact <a href="mailto:nursingstudents@uhn.ca">nursingstudents@uhn.ca</a> if you require further assistance of any kind.</li> </ul>	

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| <p>6. <b>COMPLETE YOUR PYXIS MODULE</b> on <a href="http://www.uhnnursing.com/olm14">www.uhnnursing.com/olm14</a><br/><b>**Group students at Toronto Rehab do not require Pyxis and can skip this step.**</b> Note the following:</p> <ul style="list-style-type: none"><li>a. Your Pyxis access will not be processed until you have also completed your EPR training.</li><li>b. Pyxis access will only be granted upon successfully completing the module. You must retain proof of module completion (i.e. screenshots).</li><li>c. Your Pyxis login is your UHN tID and password, which can be found on your UMLearns account under the Network Log-In tab. <b><u>You cannot use your temporary password to log into a Pyxis machine – it must be changed first on a UHN computer.</u></b></li><li>d. Pyxis access takes up to <b><u>5 business days</u></b> to process once your EPR is completed.</li></ul> |  |
|--|--|

**NOTE: The steps outlined above are considered mandatory onboarding processes and must be completed by ALL students and Clinical Instructors (even if you are staff at UHN) BEFORE starting their clinical placement – as per UHN policy, you are not permitted to be at UHN without completion of all steps outlined above.**

## Student Resources at UHN

### Library Services

The University Health Network libraries are located at all UHN hospital sites, providing the most current research and information resources to physicians, staff and trainees. Library staff are available at all sites to assist with any questions about our collections, resource borrowing and document delivery services. For assistance with the Virtual Library (accessible through the Corporate Intranet), database training, or clinical literature search requests please contact **Ashley Farrell** at 416-340-4800 x 5219 or [Ashley.Farrell@uhn.ca](mailto:Ashley.Farrell@uhn.ca)

<b>Princess Margaret</b> 5 <sup>th</sup> Floor, 416-946-4482	<b>Toronto Rehab – E.W. Bickle Centre</b> Room N234, 416-597-3422 x 2512
<b>Toronto General</b> Eaton North 1-418, 416-340-3429	<b>Toronto Rehab – Lyndhurst Centre</b> Room 208, 416-597-3422 x 6136
<b>Toronto Western</b> Fraser Fell Pavillion 5-505, 416-603-5750	<b>Toronto Rehab – Rumsey Centre</b> 2 <sup>nd</sup> Floor, Room 224, 416-597-3422 x 5224
<b>Toronto Rehab – University Centre</b> Room 2-055, 416-597-3422 x 3050	

### Interprofessional Education (IPE) Opportunities

IPE learning opportunities occur every day at UHN through partnerships between students and staff across professions, enhancing our ability to provide safe, quality patient care through collaborative learning. Student interprofessional learning opportunities include taking part in structured IPE clinical experiences, or engaging in other IPE activities such as shadowing a team member from another profession, reviewing a patient chart or attending IP team education, team rounds and family meetings to name a few. For example:

- In Structured IPE Clinical Experiences, students collaborate and learn together as members of the same student team over a number of weeks; and
- With flexible IPE Activities, students participate in interprofessional learning about, from and with UHN team members and/or other students:
  - Participation in Team Education
  - Interviewing/Shadowing a Team Member
  - Participate in Team Meetings

For more information, please see: [IPE Opportunities](#)

Alternatively, contact Jill Krupa, Education Coordinator at [Jill.Krupa@uhn.ca](mailto:Jill.Krupa@uhn.ca)

### Additional Educational Opportunities at UHN

#### Caring Safely at UHN

The Caring Safely Safety Behaviours & Error Prevention Tools Education equips UHN students and learners with the foundational knowledge, skills and values to help eliminate preventable harm. Participants will learn about the UHN Error Prevention Toolkit and have the opportunity to practice using these tools with their peers in a safe environment. Learners will leave the sessions with a better understanding of how they can help prevent harm in healthcare.

[Click Here to Register for an Upcoming Caring Safely Session](#)

## Other Important Information

### Dress Code

The standard uniform for students are school-issued scrubs (unless instructed otherwise), appropriate footwear, and your school issued ID.

### Lockers

#### **Toronto General, Toronto Western and Princess Margaret**

Availability of lockers for students at the acute sites is very limited. Please contact Student Services at [nursingstudents@uhn.ca](mailto:nursingstudents@uhn.ca) for detailed information for your site.

#### **Toronto Rehab**

Preceptored students and Clinical Instructors may make arrangements for lockers by emailing [sonia.schouten-pace@uhn.ca](mailto:sonia.schouten-pace@uhn.ca). Please indicate start/end dates, gender, school, # of students and unit.

For all locker assignments we ask that you:

- Bring a lock
- Only use the locker while onsite to ensure that as many people as possible have the ability to secure their belongings
- Ask about sharing a locker with your preceptor, if you have been assigned to one
- Check with your clinical placement unit leadership regarding possible space to secure items if there are no lockers available

### School ID and Photo ID Badges

**All students must wear their school issued ID at all times while onsite for clinical hours.**

UHN will issue UHN photo ID badges to the following nursing students;

- Preceptored students in one of the following acute site units: ER, ICU, PESU, 8ES.
- Master of Nursing and Nurse Practitioner students, unless they are UHN employees who already have a staff badge.
- Toronto Rehab students, whereby all students and Clinical Instructors require a UHN photo ID.
- NOTE: All badges must be returned to Security or Student Services at the end of the clinical placement.

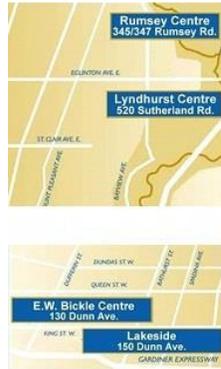
### Smoke-Free & Scent-Free Environment

UHN is committed to providing a healthy, safe and comfortable environment for all our employees, students, patients and visitors. As such, we are a smoke-free hospital and a scent-free environment.

Smoking is prohibited across all areas of UHN including inside all buildings, exterior grounds, and parking garages owned by UHN.

## Getting to UHN

### Site Map



### Parking

UHN does not provide parking or a discounted parking rate for students or clinical instructors. Many of the UHN facilities are easy to access by public transportation [www.ttc.ca](http://www.ttc.ca)

### UHN Shuttle Service

A free shuttle service runs between Toronto Western and Toronto General hospitals. The shuttle stops at Toronto Western, Leonard Street entrance and Toronto General, University Avenue entrance.

Note: There is currently no shuttle service between Toronto Rehab sites.

<b>Leaving TWH</b>	06:00 and every 15 minutes until 20:00 Last Bus Leonard Street Entrance
<b>Leaving TGH</b>	06:15 and every 15 minutes until 20:15 Last Bus 585 University Avenue Entrance

### Food & Other Services

You can find all of the following at our sites: bank machines, food courts, coffee shops, vending machines and pharmacies. Wi-Fi access is also available across all UHN sites.

Important Phone Numbers *(note: these are the general inquiry numbers)*

<b>Toronto General</b>	416-340-4800
<b>Toronto Western</b>	416-603-5800
<b>Princess Margaret</b>	416-946-4501
<b>Toronto Rehab</b>	416-597-3422
<b>SIMS Helpdesk</b>	Any hospital phone dial 4357 (HELP)
<b>In Case of Emergency</b>	Any hospital phone dial 5555

## After Your Clinical Placement

### **Student Evaluations**

All students are asked to complete the **UHN Learner Experience Survey** at the end of their placement experience. The survey can be found at: <https://www.surveymonkey.com/r/TAHSNlearnersurvey>

The survey is completely anonymous and responses are kept confidential. Collated responses and any common themes will be shared as appropriate to enable continued improvement of learning experiences. Your feedback is most valued and vital for us to create and maintain an academic centre of excellence.

All students who complete a Learner Engagement Survey will have the chance to win a Starbucks gift card (winners selected in December 2018 and June 2019).

### **Employment Opportunities at UHN**

UHN is a preferred place to work and learn. To learn about employment opportunities at UHN or apply for an open position, please visit: [www.uhn.ca/corporate/Careers/Pages/default.aspx](http://www.uhn.ca/corporate/Careers/Pages/default.aspx)

UHN participates in the Nursing Graduate Guarantee Initiative through the Government of Ontario. To learn more, please visit: [www.nursescareerstart.health.gov.on.ca](http://www.nursescareerstart.health.gov.on.ca)